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March 3, 2008  
Via ECFS

Ms. Marlene H. Dortch, FCC Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington, DC 20554

**RE: EB Docket No. 06-36  
2007 CPNI Certification Filing  
HolaAmerica, LLC - Form 499 Filer ID 826263**

Dear Ms. Dortch:

Enclosed for filing is the 2007 CPNI Compliance Certification submitted on behalf of HolaAmerica, LLC. This filing is submitted pursuant to 47 C.F.R. Section 64.2009(e) and in accordance with the Public Notice DA 08-171 issued January 29, 2008.

Any questions you may have concerning this filing may be directed to me at 470-740-3005 or via email to [mbyrnes@tminc.com](mailto:mbyrnes@tminc.com).

Sincerely,

Monique Byrnes  
Consultant to  
HolaAmerica, LLC

Attachments  
*MB/sp*

cc: FCC Enforcement Bureau (provided via ECFS)  
Best Copy and Printing (via email to [FCC@BCPIWEB.COM](mailto:FCC@BCPIWEB.COM))  
D. Contreras - HolaAmerica  
file: HolaAmerica - CPNI  
tms: FCCx0801



Annual 64.2009(e) CPNI Certification for: Calendar Year 2007  
Date Filed: March 3, 2008  
**Name of Company covered by this certification:** **HolaAmerica, LLC**  
Form 499 Filer ID: 826263  
Name of Signatory: Daniel R. Contreras  
Title of Signatory: Chief Executive Officer

I, Daniel R. Contreras, certify and state that:

1. I am the Chief Executive Officer of HolaAmerica, LLC. and have personal knowledge of the HolaAmerica, LLC operating procedures as they relate to CPNI, and the Rules and Regulations of the Federal Communications Commission regarding CPNI.
2. I hereby certify that, to the best of my knowledge, information and belief, HolaAmerica, LLC's operating procedures are adequate to ensure compliance with its CPNI obligations pursuant to Section 222 of the Communications Act of 1934, as amended, and the Commission's rules found at 47 CFR, Subpart U.
3. Attached to this certification as Exhibit A is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.



Daniel R. Contreras, Chief Executive Officer  
HolaAmerica, LLC

03/03/08

Date



Attachment A  
Statement of CPNI Procedures and Compliance

**HolaAmerica, LLC**

Calendar Year 2007



## **HolaAmerica, LLC**

### **Statement of CPNI Procedures and Compliance**

HolaAmerica, LLC ("HolaAmerica" or "Company") provides long distance telecommunications services to business and residential customers. The Company does not obtain, retain or use CPNI, including call detail records, to market any telecommunications services and has trained personnel not to use CPNI for marketing purposes. Should HolaAmerica elect to use CPNI in the future, for marketing efforts, it will follow the applicable rules set forth in 47 CFR Subpart U, including, if necessary, the institution of operational procedures to ensure that notification is provided and customer approval is obtained before CPNI is used or disclosed.

The Company has implemented firewalls for protection of CPNI and call detail records in order to safeguard such data. Procedures against unauthorized access to CPNI are part of the Company's regular monitoring of operations. Company employees are prohibited from disclosing CPNI and call detail records and the Company has procedures which provide for disciplinary action for such violations, up to and including termination of employment.

The Company does not disclose call record information over the telephone.

The Company provides its customers with on-line access to CPNI. On-line customers are required to select a username and password to gain access to their account information. In the event of a lost or forgotten password, the company does not prompt the customer for readily available biographical or account information, but instead emails information to email account of record, which allows the customer to reset the password. Further enhancements to the Company's on-line system will be made by June 8, 2008 as the Company qualifies as a small business entity under the Regulatory Flexibility Act or Small Business Act as it is a toll reseller with fewer than 1500 employees.

The Company does not have any retail locations and therefore does not disclose call detail records in-store.

Requests for call detail records by law enforcement agencies are only granted under subpoena.



**HolaAmerica, LLC**

**Statement of CPNI Procedures and Compliance**  
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The Company has procedures to notify law enforcement in the event of a breach of customers' CPNI, including call detail records, to ensure that notification is provided in the time period set forth in the FCC's rules, or if applicable, when so authorized by law enforcement. In addition, the Company has a process to record all breaches discovered and will provide notification to the United States Secret Service, FBI and customers, to the extent possible.

The Company did not taken any actions against data brokers in the last year.

The Company did not receive any complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI, including call detail records, in calendar year 2007.

The Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI or call detail records.